



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial No.10/826,160
Filing Date April 15, 2004
Confirmation No.....8619
Inventorship.....Zeng et al.
Applicant Microsoft Corporation
Group Art Unit2177
Examiner
Attorney's Docket No. MS1-1892US
Title: Mining Service Requests for Product Support

INFORMATION DISCLOSURE STATEMENT

References -- See Attached Form PTO-1449

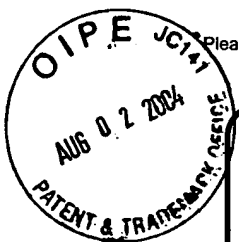
REMARKS

The citations listed, copies attached, are submitted in compliance with the duty of disclosure defined in 37 CFR §1.56. The Examiner is requested to make these citations of official record in this application.

Respectfully Submitted,

Date: 7/30/04

By: Brian G. Hart
Brian G. Hart
Reg. No. 44,421



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Substitute for form 1449B/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Complete if Known			
		Application Number	10/826,160		
		Filing Date	Apr 15, 2004		
		First Named Inventor	Zeng		
		Group Art Unit			
		Examiner Name			
Sheet	1	of	2	Attorney Docket Number	MS1-1892US

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		CHAKRABARTI S. "Data Mining for Hypertext: A tutorial survey" SIGKDD Explorations vol 1 issue 2, January 2000, 11 pages	
		COHN et al.; "The Missing Link - A Probabilistic Model of Document Content and Hypertext Connectivity" Proceedings of Neural Information Processing Systems, 2001, 7 pages	
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		TASKAR et al.; "Probabilistic Classification and Clustering in Relational Data" Proceedings of the 34th Hawaii International Conference on System Sciences. 2001. 7 pages	

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		UNGER et al.; "Clustering Methods for Collaborative Filtering" In Workshop on Recommendation System at the 15th National Conference on Artificial Intelligence, 1998, 16 pages	
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